

Middle Manager Course (MMC)

COURSE NUMBER **FAA01291**

For information about this course, contact:
 FAA Program Manager: Roberta Sappington, Ph.D.
 (386) 446-7251

DESCRIPTION AND LEARNING STRATEGY

Middle Manager Course focuses on the skills required to manage the unique challenges and responsibilities of middle and senior management, including aligning resources and developing employees to achieve Agency performance targets, identifying or building processes to meet organizational objectives, and creating implementation plans to deliver organizational results based on strategic goals. Methodologies include lecture, coaching and feedback from instructors, discussion, simulation, case study, skill practice, and group activities.

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Demonstrate effective presentation skills.
- Analyze personal strengths and weaknesses based on 360° feedback.
- Describe the relationship between his/her organization's role and (1) the FAA Flight Plan, and (2) Agency stakeholders.
- Analyze an operational problem and develop a business case for correcting it.
 - A. Given actual organizational data, identify strategies for reducing staffing costs
 - B. Determine staff development required and costs involved.
- Formulate strategies to address organizational conflict.
- Apply coaching skills in a variety of workplace scenarios.
- Using organizational data, advocate for resources in collaboration with other managers to achieve objectives.
- Develop a short- and long-term management action plan based on 360° feedback.
- Apply skills in decision-making, problem-solving, collaboration, critical thinking, and executing strategy.

RELATED COMPETENCIES

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| <ul style="list-style-type: none"> • Accountability and Measurement • Building Alliances • Communication | <ul style="list-style-type: none"> • Developing Talent • Managing Organizational Performance • Strategy Formulation |
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This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

CLASS SIZE

20 participants

LENGTH

5 days

(Monday, (8:00 a.m. – Friday, 5:00 p.m.)
 40 hours

LOCATION

FAA Center for Management and Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

(see [FY07 Schedule](#))

WHO SHOULD ATTEND

First-time middle managers with 1-12 months of experience

Required for all first time middle managers hired after 1/1/05 within first year on the job

Non-managers are **not eligible** to attend.

ENROLLMENT

To enroll, contact your line organization's training coordinator.

PREREQUISITE

None

PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing several assignments, including the **Managerial Success Profile**, that must be completed prior to your arrival at CMEL.

RELATED COURSES

Labor Management Relations
 ([FAA01205](#))
 Strategic Planning
 ([FAA01275](#))
 Systems Thinking
 ([FAA01277](#))